
Document title: Undergraduate Admissions Policy

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Office/department responsible: Student Services Department

Approved by: Dr. Mahmoud Allam – President of The Knowledge Hub Universities

1. Purpose

The policy is intended to inform the actions of staff when carrying out the admissions functions of The Knowledge Hub Universities (TKH) and the Coventry University Branch at The Knowledge Hub (CUB at TKH) ensuring that fairness and consistency are embedded within the admissions process. It is also intended to inform prospective students, applicants/agents of the details of the admissions process to help them through the process and also manage their expectations of the University.

2. Overview

The principal aim of the CUB at TKH Admissions Policy is to support the admission of students who offer the greatest potential to contribute towards the Coventry University Group Strategy aims to ensure (through our Education Strategy) that our graduates are confident citizens who can demonstrate a range of individual, collaborative, and professional skills and attributes. Building on our success, we will provide our students with a transformative learning experience, preparing them to make significant contributions to their professions, the economy and society to become a creative force in a rapidly evolving world. We will continue to ensure the highest quality experience for all our students, making sure they are taught by highly motivated, committed and passionate staff who are at the forefront of their disciplines.

3. Scope

This policy applies to staff handling admissions to all Coventry University undergraduate courses taught on-site at any of TKH campuses. Admissions are managed by the TKH Student services office.

4. Roles and Responsibilities

Role	Responsibility
TKH Admissions Office	All undergraduate applicants process

5. Equality Statement

Equality, freedom and treating all persons with dignity and respect are fundamental human rights. As such, the TKH and CUB at TKH are committed to making these central in all its work.

A diverse student body and workforce benefit the TKH and CUB at TKH role as a provider of high-quality education and employment in a modern and ever-changing society. TKH and CUB at TKH are firmly committed to the

promotion of equality and will not unlawfully discriminate, or tolerate discrimination (direct or indirect, harassment or victimisation) on grounds of age, disability, ethnicity (including race, colour, caste and nationality), gender identity, marriage or civil partnership, pregnancy or maternity, religion or belief, sex and sexual orientation; this includes discrimination by association or due to perception. This policy will operate in furtherance of this.

6. The Policy

6.1 Admissions statement

TKH and CUB at TKH are committed to excellence in admissions and aims to provide a professional, fair, equal and transparent service to all applicants, working in line with good practice standards. TKH and CUB at TKH aim to recruit students who have the potential to meet the demands of and benefit from their programme, and is committed to the Widening Participation (WP) agenda. TKH and CUB at TKH will take every possible step to ensure that no prospective student or applicant is treated unfavourably.

6.2 Information

6.2.1 Enquirers

We are committed to ensuring that all our information for enquirers is clear and provides relevant information for understanding the requirements of and for making informed decisions on courses. However, as printed materials may have been published well in advance of any start date, TKH and CUB at TKH reserve the right to make amendments to the published contents, methods of delivery or specific entry requirements of courses if such action is reasonable and considered to be necessary. We endeavour to ensure that all information available on its website at www.tkh.edu.eg is up-to-date and encourage enquirers to see this as the authoritative source of course information.

Enquirers and their families are also encouraged to visit the relevant campus, either at a formal open day or by arranging an informal tour. Available dates and further details are available on our website at: www.tkh.edu.eg

6.2.2 Applications

All applications to all full-time undergraduate degree programmes must be made via the online application on TKH website <https://pcss.tkh.edu.eg/ApplicationForm/login> .

Formal communication with applicants relating to offer levels and conditions will be made through TKH website and/or via a direct communication from TKH Admissions Office. TKH will endeavour to keep applicants informed about the progress of their application and associated processes such as accommodation and transportation. Applicants are responsible for ensuring that their contact details are kept up to date.

6.2.3 Restructured and Discontinued Courses

TKH endeavour to inform applicants at the earliest opportunity of any significant changes to the content or format of a course that are made between application and enrolment. TKH aim to provide all the courses that are advertised in the prospectus and on TKH website. However, if it becomes necessary to withdraw a course, or a particular intake of a course, TKH will inform applicants to the course at the earliest opportunity and will give

applicants the chance to be considered for an alternative course where possible. Where it is not possible to offer an alternative, or where an applicant does not wish to be considered for an alternative course at the CUB at TKH, applicants are able to request a substitute choice. TKH will support the applicant in this process and provide the appropriate direction in order to achieve this.

6.3 Admissions and Selection Process

6.3.1 Admissions Process

TKH operates a centralised admissions process with the Admissions Office responsible for the administration of the admission processes for full-time students for the CUB at TKH.

The TKH Admissions Office ensures that the admissions process is consistent with the relevant CUB at TKH strategy, and that decision making is compliant with CUB at TKH regulations. The TKH Admissions Office will ensure that the admissions operation additionally adheres to those relevant external regulations and deadlines.

Key admissions responsibilities beyond the process itself are devolved as follows:

- CUB at TKH Schools and their respective faculties and schools at Coventry University are responsible for determining selection criteria and agreeing the processing agreement(s) in collaboration with the Admissions Office
- CU at TKH Schools and their respective faculties and schools at Coventry University are responsible for academic decisions on applicants in cases not covered by the routine selection criteria supplied to TKH Admissions Office

6.3.2 Entry criteria

TKH has clearly documented minimum standard entry requirements for all full-time first degrees and Foundation Years. These minimum entry requirements are published on TKH website <https://tkh.edu.eg/admission/>

Additional entry requirements and typical offers for each course are published annually, on the TKH website at www.tkh.edu.eg. These criteria are set by the Faculties and Schools at Coventry University in consultation with the international admission team of Coventry University. Should anybody require a copy of these entry requirements in a different format, they can do so by contacting TKH Admissions Office.

TKH and the CUB at TKH considers a wide range of UK, EU and overseas qualifications for entry to undergraduate programmes and the assessment of qualifications is carried out by experienced admissions practitioners. TKH and the CUB at TKH are committed to giving full and fair consideration to all entry qualification information presented by individual applicants.

The University also welcomes applications from those who have significant work or life experience and who may not necessarily meet the published academic requirements. Applicants will be required to demonstrate evidence of motivation, potential, knowledge and ability to study the course of their choice, and the CUB at TKH must be satisfied that an applicant's work or life experience is equivalent to the qualifications that other applicants will be studying. The CUB at TKH will only offer a place where there is evidence that an applicant is capable of completing their chosen course with a good final classification, and as such, the CUB at TKH reserves the right to exercise academic judgement and discretion when assessing any prior attainment.

Entry requirements are reviewed on an annual basis and are updated if necessary. TKH and CU at TKH ensure that the most up to date information is clearly displayed on TKH website.

6.3.3 Assessment and Selection

Each application is considered on an individual basis against the assessment criteria for each course that are agreed in collaboration with Coventry University. . These criteria are set at the beginning of each admissions cycle and cannot be amended once the offer making process has started.

Assessment is based on the information provided by the applicant on the application form. Applicants to courses may be invited to attend an interview, audition or be required to submit a portfolio of work for review as part of the selection process. Further information about this process (including what the assessors will be looking for) will be provided to these applicants. Each stage of the interview process will be conducted in line with the equal opportunities policy. Where travel to interview is impractical, the CUB at TKH will consider alternative arrangements where it is reasonable to do so.

All final acceptance holders will receive a copy of the Student Contract. This will routinely be sent via email as a pdf copy.

6.3.4 Confirmation of a place for conditional offer-holders

Confirmation of a place for those holding a conditional offer is based on the results submitted by the applicant. Please note that the TKH may impose an earlier deadline for results for September entry and this deadline will be communicated to applicants directly. For applicants with start dates other than September applicants must provide their result details no later than two weeks prior to enrolment.

Applicants who meet the conditions of their offer will have their offer amended to unconditional provided that their results are received before the relevant deadline. If the applicant is having difficulty in providing their results information, they should contact TKH Admissions Office as soon as possible.

TKH and CUB at TKH are committed to ensuring that offers will be in a clear, easy to understand form and will be consistent with the published entry requirements. Once an applicant's place has been confirmed at the CUB at TKH they will be sent communications enabling them to enrol.

If an applicant does not meet the offer conditions but meets those for a similar course at the CUB at TKH (if there are spaces available), they will automatically be considered for this. All applicants who are offered an alternative course in this way will receive a specific communication from the CUB at TKH stating what steps are needed to accept or decline this alternative offer.

6.3.5 Document Verification

All students will be required to present original academic and personal documentation at enrolment prior to the start of the programme of study if the qualifications have not already been verified via the admissions and confirmation processes. TKH reserves the right to cancel an application or withdraw any offer if it is found that an application contains false, plagiarised, inaccurate or misleading information.

6.4 Applicant Data

6.4.1 Data Protection

In accordance with General Data Protection Regulation TKH and CUB at TKH will not enter discussion relating to applications with anyone other than the applicant, unless the applicant has nominated a named person who can act on their behalf. Exemptions to this will only apply in the case of applicants who have applied through an approved agent or representative.

6.4.2 Similarity Detection and Fraud

As part of the application process, all personal statements are passed through similarity detection software to check for similarities to statements submitted by other applicants or statements available online.. TKH will notify the applicant if there are reasonable grounds to suspect plagiarism. TKH and CUB at TKH take plagiarism extremely seriously and may request a replacement personal statement from applicants where this is identified. Applicants who fail to provide a satisfactory replacement statement by the given deadline will be sent an unsuccessful decision.

We apply strict rules and procedures concerning fraudulent applications. Should an applicant falsely declare their qualifications or provide false information in any other part of their application, including the omission of information relating to qualifications studied (whether or not these were completed), TKH reserve the right to withdraw any offer made. If a student has enrolled before this false declaration is discovered the University reserves the right to terminate the student's studies at the CUB at TKH. If the student has completed the course before the false declaration is discovered TKH and CUB at TKH have the right to revoke the award and notify the appropriate bodies.

6.4.3 Widening Participation and Contextual Data

TKH and CUB at TKH are committed to the Widening Participation (WP) agenda and aims to encourage and support a diverse student population. The University uses the contextual data for reporting purposes in order to monitor the success of its WP strategy; however this data is not used when considering individual applications.

6.5 Admissions processes

6.5.1 Assessment of prior learning

In some cases, credit may be given for previous certificated learning (RPL) or experiential learning (RPEL). The student will be advised per demand by the appropriate admissions staff on the nature of the evidence that will be required to support their claim for RPL or RPEL. When making an offer for admission with exemption based on RPL or RPEL.

Such applicants may be admitted as students to any approved appropriate point in the course concerned, subject to any over-riding requirements of the Academic Regulations, at the discretion of the Faculty or School offering the course. Although admissions tutors shall seek to accredit prior learning, credit shall not be given for more than two thirds of any course.

TKH and the CUB at TKH will consider applications for entry to the second or third year of a degree programme on an individual basis and this intent should be indicated on the application form. Applicants requesting second or third-year entry should normally have completed an appropriate qualification such as a Higher National Certificate (HNC) or Higher National Diploma (HND) or have completed one or more years of study on a similar degree course

at another institution. In some cases it will not be possible for the CUB at TKH to make any offers for entry to the second or third-year if all the available places on a particular degree or group of degrees have already been filled.

6.5.2 Fee Status Assessments

Applicants are required to give information about their nationality and residential status as part of their application. TKH will use this information to decide whether applicants should pay Egyptian or International tuition fees. If TKH considers an applicant's fee status to be unclear from the information provided, a fee status questionnaire will be sent to the applicant via email. Applicants who fail to complete and return the questionnaire together with all the supporting documentation required by the given deadline will be sent an unsuccessful decision. All fee status classification decisions will be made in line with applicable regulations by experienced members of admissions staff within the Admissions Office.

6.5.3 Applicants with Disabilities or a Long Term Health Condition

TKH and the CUB at TKH encourage applicants with a disability or a long-term health condition to disclose information about their condition as early as possible in the application process to ensure that necessary support arrangements can be put in place. TKH and the CUB at TKH are unable to accept responsibility for any delays in providing student support and reasonable adjustment if an applicant does not disclose this information at the point of application. In some instances, students may be advised that they are unable to participate in their programme if they have not disclosed this information and if TKH and the CUB at TKH are at the point at which consideration for adjustment is not practicable.

Applications from students disclosing a disability or long-term health condition are assessed using the standard entry criteria for the applicant's chosen course and decisions are based purely on these criteria. All applicants will have access to the TKH's Special Needs Unit Team support arrangements should they require it during or following the application procedure. Individually tailored support will be arranged for open days and interview days where prior notice is received. All students are eligible to receive some form of support after disclosure, although there may be instances when an additional charge will be necessary for such support.

Special Needs Unit Team are happy to provide advice and guidance to all prospective applicants prior to them submitting their application. There may be exceptional circumstances where an individual may be unable to undertake a course due to physical, mental or learning disabilities. However, these will be assessed by the Special Needs unit team and School/Faculty on an individual basis and, where possible, all reasonable adjustments will be made by TKH and the CUB at TKH. There may be exceptional circumstances where an individual cannot be provided with all the additional support recommended to make the necessary adjustments for the disability. In this case a discussion will be held with the applicant on what can be provided and whether they wish to continue with their application.

6.5.4 Extenuating circumstances

TKH and the CUB at TKH recognise that some applicants may have faced individual circumstances that have impacted on their ability to complete qualifications to the standard normally required by the CUB at TKH. These extenuating circumstances may include medical issues or serious personal/family issues that have had a serious and demonstrable impact on the grades achieved or an applicant's ability to complete particular assessments/qualifications. TKH and the CUB at TKH will assess all applications on an individual basis. It must be evident that the applicant/offer-holder is capable of successfully completing their chosen course and the TKH and CUB at TKH decision in these cases remains final.

(Refer to TKH Adjustment for Medical Condition for applicants and offer holders policy on our website)

6.5.5 Other Specific Applicant Groups

The University is committed to supporting groups of students from a diverse range of backgrounds through the application process and in their transition to Higher Education.

6.6 Feedback, Appeals and Complaints

6.6.1 Feedback

TKH and CUB at TKH will provide feedback, on request, to applicants who have not been offered a place. If an applicant is not eligible for admission on their chosen course, but meets the entry criteria for a similar one, they will automatically be considered for this. All applicants who are offered an alternative course in this way will be informed by TKH and CUB at TKHs.

Applicants who have received an unsuccessful decision are able to request feedback at any time during the admissions year in which they are applying; however TKH and CUB at TKH encourage applicants to request this feedback as soon as possible as it may help with any future applications that the applicant wishes to submit. All feedback will be given in writing via email. Feedback requests can only be accepted from the applicant or their nominated individual.

6.6.2 Appeals

Applicants have the right to make a formal appeal against an unsuccessful decision and this should be submitted only after feedback has been received from TKH and the CUB at TKH. Appeals must be based on one of the following criteria:

- The applicant believes that he/she has received discriminatory treatment compared to other applicants for the same course with the same entry pre-requisites.
- The applicant believes that the University has not adhered to its own stated procedures for the processing of applications.
- The applicant has additional information to provide to the University which was unavailable at the point of application. (If this information was available at the point of application but was not included on the application form, this will not be accepted as sufficient grounds for appeal. If additional information is provided at a time when the course applied for is already full, TKH and CUB at TKH are under no obligation to re-consider the application).

Applicants have no right of appeal on academic grounds and there is no right of appeal against the professional judgement of those making a decision on an application. Any appeals that are not based on one of the specific criteria listed above will be automatically unsuccessful.

Appeals can be made via post to the Admissions Office or by email to admissions@tkh.edu.eg. The correspondence should be addressed to the Director of the Admissions Office. An appeal should be submitted within 10 working days of TKH and the CUB at TKH decision being sent to the applicant.

6.6.3 Complaints

Applicants have the right to make a complaint, via email to admissions@tkh.edu.eg, if they are dissatisfied with the service they have received from TKH or if they feel that there have been serious procedural errors in the processing of their application that could not be considered under the appeal procedure outlined in Section 6.6.2.

A complaint must be submitted within 3 months of the event in question and the University will provide a response within 20 working days. However, we would encourage you to contact the Director of Admissions in the first instance to see if the complaint can be resolved informally at an early stage.

6.7 Training and Support

TKH is committed to providing a professional admissions service and to ensuring that all admissions staff are fully trained in procedures and are kept aware of any changes in policy. The Admissions Office provides training on request to both academic and professional services staff, covering TKH and CUB at TKH policies and procedures, and admissions software.

7 Data Protection

7.1 Information and data collected

Information collected from applicants may include name, address, contact details, dob, personal statement, qualification history, disability category (where applicable), criminal convictions declaration (where applicable), personal statement and reference.

7.2 Why the data is collected

Applicant data is collected to enable the most appropriate and informed decision to be made on a candidate's suitability for the course for which they have applied and for the Admissions Office to be able to communicate that decision to the applicant or nominated agent. The information gathered also enables TKH and the CUB at TKH to ensure that the most appropriate support is in place if the applicant enrolls onto the course.

Additional data not directly applicable to the decision-making process is also used to monitor the fairness and impartiality of the application process.

Information and data requested is consistent with [the Fair Processing Statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

7.3 How the data will be collected and consent

Data is collected via the application form. The consent to process is attributed to public task and is implicit in the submission of the application form. Data is collected and processed in-line with [the Fair Processing statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

7.4 Is the data needed?

Data requested by TKH and the CUB at TKH is required to enable an appropriate decision to be made on an application and to ensure that any support required by the applicant, either during the application process or whilst a future student, is identified. The admissions process is conducted in-line with the [the Fair Processing Statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

7.5 The steps taken to ensure that personal data remains accurate

The University ensures that data submitted as part of the admissions process remains accurate by adhering to [the Fair Processing Statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

7.6 Retention of personal data

Any data supplied as part of the admissions process is retained in line with TKH and Coventry University's Data Retention Policy.

7.7 Security measures

Data supplied as part of the admissions process is secured in-line with [the Fair Processing Statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

7.8 Data and third parties

Data supplied as part of the admissions process and provided to third parties is released to such parties who can provide appropriate safeguards that are compliant with Data supplied as part of the admissions process is secured in-line with [the Fair Processing Statement for Prospective Students and Applicants](#) on <https://tkh.edu.eg/policies/>

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*****Disclaimer:** The Knowledge Hub Universities reviews the policies on regular basis if needed for work flow and business purposes.

Version Log	Date	Signature of the President of TKH
Version 2 (V.2)		